Candid.

Now hiring

Solutions Engineer

Candid is looking for a driven solutions engineer eager to solve our clients most complex data problems whilst on a mission to influence social sector change.

Position: Solutions Engineer
Reporting to: Senior Platform Products Manager
Location: Flexible (Remote or a hybrid schedule in one of Candid's offices in New York, NY; Atlanta, GA; Cleveland, OH; Washington D.C.; or Williamsburg, VA)

Position summary

The Solutions Engineer contributes to the success of Candid by solving Candid's clients most pressing needs. The solutions engineer is an expert in Candid's API and data services products who can drive solutions to the most complex technical problems our clients are facing. Working closely with the Product and Sales teams, the Solutions Engineer is responsible for preparing, presenting, and recommending technical solutions that solve our prospective and current client needs to help them get the information they need to do good.

Responsibilities

- You will understand client requirements and in collaboration with the sales team, communicate the business value of using Candid's APIs and/or data services.
- You will serve as the technical expert in Candid's API and data services products to provide technical information and solutions during sales calls.
- You will execute the go to market strategy for new product features, sales channels, strategic partnerships, collaborations, and API integrations to support Candid's revenue goals and mission.
- You will consult throughout the customer lifecycle by educating prospective and current clients on API best practices through product demos, client onboarding and training.
- You will anticipate and respond to client questions, feedback and concerns promptly.
- You will serve as the voice of our customers when communicating with the product, marketing, communications, IT, sales, and executive teams to influence product roadmaps.
- You will develop value-based demos for sales and proof of concepts for clients.
- You will build and deliver technical documentation, onboarding, and deployment guides for clients.
- You will collaborate with the marketing team to expand and refine marketing, advertising, collateral, and web properties to drive engagement, conversions, and product revenues.

Requirements

Qualities:
- Highly motivated, enthusiastic, and a creative problem solver who thinks outside the box to recommend solutions to complex client challenges.
- Ability to think on your feet and solve problems during live calls with technical customers.
- Strong empathy with customers from various backgrounds and levels of expertise.
- Extremely diligent listener and communicator; ability to adapt among diverse audiences.
- Comfortable with demonstrating new product features to current and prospective clients.
- Technically adept or strong desire to grow technical proficiency.
- Excellent verbal and written communication skills with strong attention to detail.
- Flexible and prefers a dynamic, constantly changing work environment.
- Sensitivity and respect for racial, gender, sexual orientation, and cultural differences.
- Champions and represents Candid's core values: We're driven, direct, accessible, curious, and inclusive.

Skills Required:

- College degree in business, computer science, or engineering. Equivalent experience considered.
- 3-5 years of experience in technical product sales, marketing, customer success, product management and/or other client facing roles supporting API or data products.
- Experience collaborating, building, and presenting technical solutions that drive value added services to customers.
- Experience using API development applications such as Postman, Insomina, etc.
- Market vertical expertise in the nonprofit sector, nonprofit data, and IRS regulations.
- Experience executing go to market strategies to launch new products in market.
- Experience building demos and proof of concepts for clients.

Bonus/Preferred Skills:
- Engineering background building .NET applications that use RESTful APIs or SDKs.
- Knowledge in C#, Python, Javascript or SQL.
- Market vertical expertise in one of the following industries: Grants management, finance/insurance, education, technology software.
- Experience using grant management, fundraising, or payment processing software.
- Experience using Jira, Salesforce, Microsoft office suite, Slack for managing client engagements.
- Experience using wireframe and diagramming applications such as Adobe XD, Invision, Marvel, Lucid chart, Miro, etc. for whiteboarding and demos.

See the world. Make it better.

Every year, millions of nonprofits spend trillions of dollars around the world. Candid finds out where that money comes from, where it goes, and why it matters. Through research, collaboration, and training, we connect people who want to change the world to the resources they need to do it. Our data tools on nonprofits, foundations, and grants are the most comprehensive in the world.

Candid's vision is an ambitious one. But we know that when we make investments in our talent, it translates to more access and better knowledge for those working for social good around the world.

On February 1, 2019, Foundation Center and GuideStar joined forces to become Candid, a 501(c)(3) nonprofit organization.

How to apply

Please email your resume and cover letter to careers@candid.org. Please put the title of the position you are applying for in the subject line. Your application will only be considered if all instructions above are met.

We offer a competitive salary and excellent benefits. Due to the high volume of applicants, we typically receive, we regret that we can only contact candidates that we would like to interview.

For more information on positions available at Candid, please visit our website: https://candid.org/about/work-at-candid

Candid is an EO/AA/VET/DISABLED Employer.

We are committed to diversity, equity, and inclusion and especially encourage members of underrepresented communities to apply.

4/2022